

## Board meeting summary

Wednesday 10<sup>th</sup> July 2024

10:30 – 15:00

Present	
Sally Cheshire	Chair
Charlotte Moar	Non-Executive Director
Nigel Trout	Non-Executive Director
Janice Barber	Non-Executive Director
Lesley Regan	Non-Executive Director
Anu Ralhan	Non-Executive Director
Mike Durkin	Non-Executive Director (Associate Board Member)
Sam Everington	Non-Executive Director (Associate Board Member)
Helen Vernon	Chief Executive
Vicky Voller	Director of Advice & Appeals
Megan Bidder	Director of Safety & Learning
Joanne Evans	Director of Finance & Corporate Planning
Simon Hammond	Director of Claims Management
John Mead	Technical Claims Director (Associate Board Member)
In attendance	
Ian Adams	Director of Policy Strategy & Communications
Niamh McKenna	Chief Information Officer
Tinku Mitra	Deputy Director of Corporate & Information Governance
Disa Young	Deputy Director of Director of Policy Strategy & Communications
Maya Patel	DHSC Sponsor Team representative
Julia Wellard	Executive Personal Assistant (Minutes)
Apologies	

### Chief Executive's Report

The Board considered the report from the Chief Executive which provided an update on key matters related to the work of NHSR and its operating environment. The Board also reflected on the new governments priorities as set out in the Department's statements [Secretary of State makes economic growth a priority - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/secretary-of-state-makes-economic-growth-a-priority) and relevance to the work of NHS Resolution.

**External environment** – the Chief Executive provided an update on a number of consultations to which we have responded namely the [DHSC's review of the duty of candour](#), [the Health Services Safety Investigations Body's \(HSSIB\) strategy and criteria consultation](#), [the Ministry of Justice's reforming the law of apologies in civil proceedings](#) and the [Civil Procedure Rule Committee's alternative dispute resolution in light of Churchill v Merthyr Tydfil](#).

## Resolution

**Compensation schemes** There has been heightened interest in compensation schemes, in particular there is an outstanding response from government to the [Patient Safety Commissioner's recommendations](#) on mesh and sodium valproate. The Board were also reminded of input which may be required from NHS Resolution to the [Infected Blood Compensation Scheme](#) with the establishment of a new Authority to oversee the Scheme.

**External engagement** - The Board received an update on the Chief Executive and Chair's external engagement programme which included discussions with stakeholders such as the [National Guardian's office](#), the [Patient Safety Commissioner](#), the [Royal College of General Practitioners](#) and [Action against medical accidents](#) (AvMA).

**Internal environment** - The report highlighted challenges arising from competing pressures which continue to have an impact on resource. The Board remain keen to ensure that staff wellbeing is prioritised, and that staff are supported through change.

The Board were also updated with progress on the completion and laying of the Annual Report and Accounts. The Board thanked staff for the considerable work involved in producing a high-quality document in time for the planned laying date to a timely completion.

### Performance and Activity

The Board received papers related to performance and activity across NHS Resolution, these were considered in line with the NHR business plan and strategy.

An update was provided on performance against KPIs for the reporting period April to end of May 2024. The paper highlighted the key achievements as well as key risks and challenges the organisation had been facing. These included the following:

- A noticeable increase in the volume of [CNST](#) claims reported compared with previous years, 26.1% increase on 2023/24 and 10.3% increase from 2019/20 (immediately pre-pandemic). The cause of the increase is under review.
- Demand for [Practitioner Performance Advice \(Advice\) case](#) advice and interventions remains high in 2024/25 with activity estimated to be line with the previous year, which is approximately a 20% increase on the preceding year.
- Internally challenges remain in relation to the volume of work that we have in NHS Resolution's plans for FY 2024/25. The transformation initiatives require greater support in addition to business as usual activity and as such has impacts on current resources. The Board were keen to consider how this would inform business planning for FY25/26.

The Board were also pleased to note Safety and Learning's Recommendation to Implementation (R2I) Emergency Medicine pilot tool has been shortlisted for the HSJ Patient Safety Awards in the category of Urgent and Emergency Care Safety Initiative of the Year. This recognition is an excellent opportunity to raise the profile of the tool and our organisation at one of the most high-profile events in the UK healthcare sector.

**Complaints Report** - The Board reviewed the complaints report which details the numbers of complaints received during the year, performance in responding to complaints, learning points and areas for overall improvement we have taken forward with the Parliamentary and Health Service Ombudsman (PHSO). The Board also noted the work being undertaken with the support of the PHSO to review our policy against their [UKCG Complaint Standards Model](#). The Board also noted the ongoing improvement work around supporting litigants in person and improvements being made to guidance on our complaints policy to our website.

## Strategic Priorities

**Patient Safety Commissioner:** Dr Henrietta Hughes, Patient Safety Commissioner, gave a presentation to the Board on areas of mutual interest and joint working. The Board were keen to consider common themes in the development of our strategy with the aims of the Commissioner's [strategy](#).

**Significant concerns framework** An overview of NHS Resolution Significant Concerns [framework](#) was provided together with a summary of outcomes of notifications to the cross-organisational Significant Concerns Group including key issues and challenges. The Board remain keen to ensure that concerns are escalated in a timely way and requested further updates at future meetings.

## Administrative and Governance Matters

**Update on Declarations of Interest including Gifts and Hospitality** - The Board received an update on declarations of interest and gifts and hospitality. The Register of Interests and the Gifts and Hospitality Register, when combined, set out all declarations made. These are published on NHS Resolution's website where they relate to Board and SMT members.

**Board Committee Reports** - The Board received minutes and summaries for the following Committees:

- [Audit and Risk Committee \(ARC\)](#)
- [People Committee \(PC\)](#)
- [Reserving and Pricing Committee \(RPC\)](#)